From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; Tee Jane Teh; libby.landers@flocksafety.com; Eligio Lara; jake.sherman@flocksafety.com; Michael Balcorta; Stephen Best
Subject: RE: Download Images as ZIP still not working
Date: Friday, June 14, 2024 5:00:06 PM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Can you please attach both the CSV and the Zip file here?

-Rhianna

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 6/14/2024, 4:48 PM
To: sbest@cityofsantamaria.org
Cc: brendon.norton@flocksafety.com; tteh@cityofsantamaria.org; libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Download Images as ZIP still not working

Hi there,
I am sorry to hear this is still an issue. Let me connect with Chris so that we can work to get this readdressed for you as soon as possible.

Thank you for your patience!

Stay safe,
Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/14/2024, 4:40 PM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
Subject: Download Images as ZIP still not working

Back in February of 2024 I reported the “Download Images as Zip” was not working properly. Not getting the majority of the images presented in the search results.

I was working with Chris Howell on the problem.

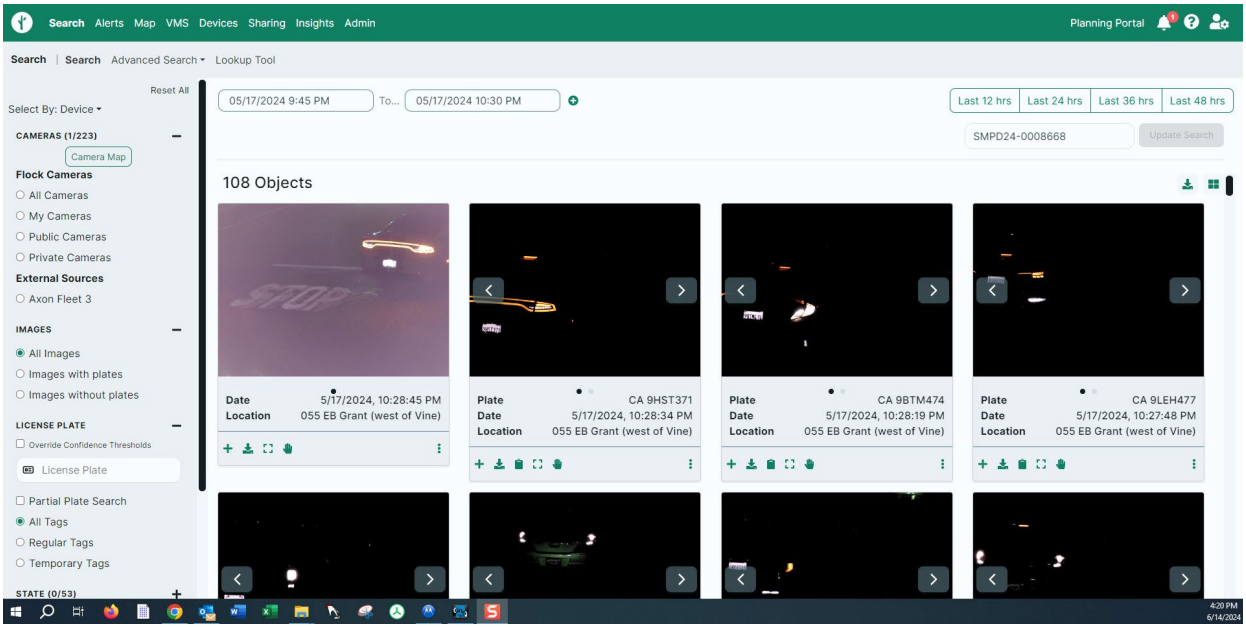
Recently my Crime Analyst reported the problem still exists. I was unable to verify it at the time.

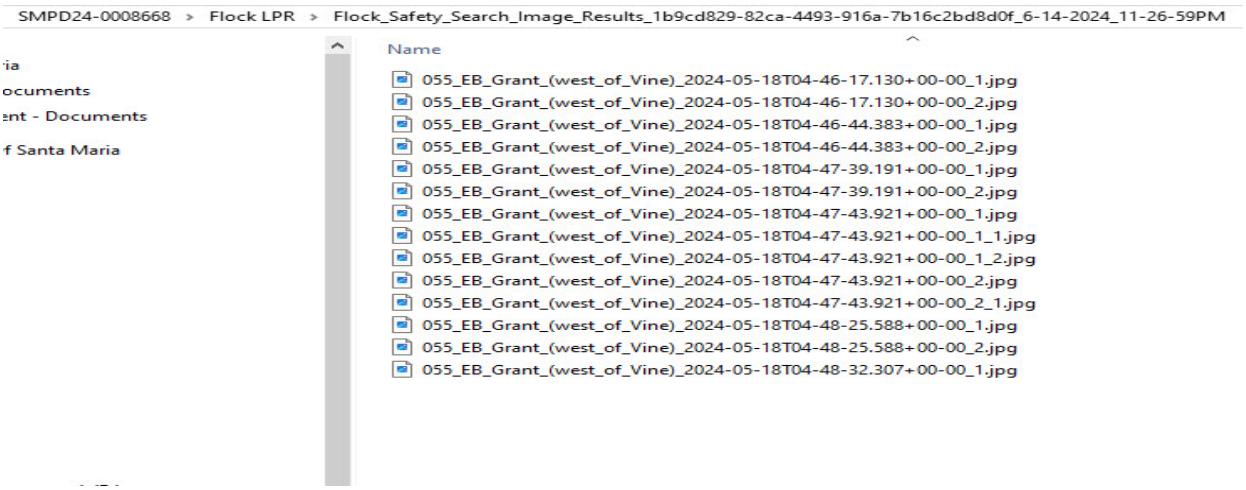
Today I was trying to document the vehicles in the area when our Condor camera got shot. I searched the nearest Flock Camera “055 EB Grant” for 5/17 2145-2230 Hrs. and got 108 objects.

I downloaded the “Metadata as CSV” and it appears to have 108 entries (Good!) but my “Download Images as a ZIP” resulted in 14 images (epic fail).

I even scrolled all the results to make sure they populated before doing the download.

Please continue to work on this issue. Thanks





Corporal Stephen L. Best

Santa Maria Police Department

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(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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thread::WetUOP5tIna8z42HDN-c5g4::